# Required Human Trafficking Prevention Training, Effective September 1, 2020: Accessing and Completing the HHSC-Approved "SOAR to Health and Wellness" Course \*

#### Contents

Part I: Introduction to the new human trafficking training course requirement and brief overview of how-to take the "SOAR to Health and Wellness" course	2
Part II: Accessing the training and creating an account	
Part III: Completing your profile	6
Part IV: Pre-Assessment	11
Part V: Taking the course	13
Part VI: Completing the evaluation	14
Part VII: Printing your certificate of completion	15
Part VIII: Logging back into your TRAIN account to reprint your certificate	16
Part IX: Technical Support	17
Part X: FAQs	18

<sup>\*</sup>This document is for informational purposes only and may not represent the most current images or information encountered when registering for and taking the SOAR to Health and Wellness course. Note that the most up-to-date version of this overview document may be accessed from OT pages on the Board's <a href="website">website</a>. In addition, this document offers an overview only of the new human trafficking training requirement; refer to the OT Rules, accessible from the <a href="Act and Rules">Act and Rules</a> page, for regulations concerning this new training requirement. Refer to HHSC's related site, <a href="https://hhs.texas.gov/services/safety/texas-human-trafficking-resource-center/health-care-practitioner-human-trafficking-training, regarding any devleopments in course approval by HHSC concerning human trafficking training.

# Part I: Introduction to the new human trafficking training course requirement and brief overview of how-to take the "SOAR to Health and Wellness" course

Note: To ensure they may renew, licensees are encouraged TO NOT wait until the last minute to complete this required training. One may complete this training any time during the current renewal period prior to renewal.

You are encouraged to review at least Part I of this document before registering for the course. The next page includes a brief how-to snapshot. This final pages of this document also contain an FAQ section.

A more detailed illustration of this training, required to renew on or after September 1, 2020, appears in the parts that follow. Previewing this may allow you to proceed through the process more efficiently and successfully.

Remember to consult this document should you encounter issues during the training process to aid in a resolution.

#### **Basic Information**

HB 2059 of the last legislative session added the completion of a training course approved by the Health and Human Services Commission (HHSC) on the prevention of human trafficking as a condition for license renewal.

This document concerns "SOAR to Health and Wellness," the course approved by HHSC to meet this requirement.

This is a free course. HB 2059 requires that HHSC approve at least one course available without charge.

#### **Effective Date of this Training Requirement and Length of Approved Course**

In order to renew, an OT or OTA must complete training approved by HHSC on the prevention of human trafficking. This is a CE requirement for all license statuses and is required to restore a license.

The OT Rules do not require that licensees complete a specific number of hours of training as HB 2059 does not set a specific number. If the course is approved by HHSC to meet the training requirement, then the number of hours of the completed course would be sufficient.

Until other courses are approved by HHSC, as of September 1, 2020, to renew an active or inactive status license, for example, 1 of the 24 hours of CE required for renewal must come from the approved SOAR course.

The completion of an HHSC approved course on the prevention of human trafficking will be a CE requirement for each renewal period.

#### **Course Details**

The course itself has a duration of approximately 1 hour. Allot additional time to create an account and complete your profile and the pre-assessment and evaluation. The certificate should be available upon completion of the evaluation, and the entire process (from account creation to certificate downloading and/or printing) may be completed in one session. Note, however, that due to unforeseen issues that may arise, licensees might consider leaving additional time/sessions to complete this requirement.

#### **Certificate of Completion and Documentation Retention**

Documentation of this requirement per the OT Rules is a certificate of completion or letter of verification. Review your certificate for required items such as your name, the name of the course, the date of completion, and hours completed.

The transcript TRAIN offers does not qualify as the required documentation.

Retain your certificate as you would any required CE documentation. Sec. 367.3(c) of the OT Rules requires that "The licensee is solely responsible for keeping accurate documentation of all continuing education requirements. Continuing education documentation must be maintained for two years from the date of the last renewal for auditing purposes." Do not submit your certificate to the Board unless instructed to do so, for example, when responding to a CE Audit or restoring a license.

#### **Downloading and/or Printing the Certificate**

When you renew, you attest to having met CE requirements, which as of 9/1/2020, will include having met this training requirement. Part of such is having the documentation of your CE. You are required to keep your CE documentation.

Once your certificate is available, you are encouraged to download and/or print it immediately. You will need to ensure that if you do ever need to print your certificate, you will be able to do so from the electronic form of the certificate you have kept. As noted, you are required to keep your CE documentation.

#### **How-To Snapshot**

To complete this training course, the following steps need to be completed and further prompts followed throughout the registration and course process.

The steps below coincide with parts II-VII of this document. Refer to those sections for further information.

Once you have created your account, throughout the process, ensure you enroll in and complete the course "SOAR to Health and Wellness," ID 1087568. You will see the course name and ID number whenever you are on the TRAIN main page, for example.

#### Basic Steps - Refer to Parts II-X of this document for more details and FAQs.

1. Access the course and create an account with TRAIN, the SOAR to Health and Wellness course provider. The course may be accessed from the link below (see also "Quick Links").

 $\underline{https://hhs.texas.gov/services/safety/texas-human-trafficking-resource-center/health-care-practitioner-human-trafficking-training}$ 

When creating an account, if you do not have a Texas zip code, use the Board's, 78701. This will help ensure you access Texas's TRAIN site and not another state's.

Save your account login information and make note of the email address you associate with your account to facilitate accessing your TRAIN account in the future.

2. Complete your account profile by resolving all profile alerts.

Enter TXSOAR as the group code in the "Manage Groups" profile area.

You DO NOT need to resolve the email notification alert.

- 3. Take the training pre-assessment.
- 4. Complete the slides for the training, which include a brief pre-test and post-test.
- 5. Complete the evaluation.
- 6. Download and/or print and retain your certificate.

  TRAIN provides information concerning creating an account with another entity to obtain CE credit. This should not be necessary as the TRAIN certificate displays the number of hours of the training.

#### **Quick Links**

HHSC page to access the course link and create a TRAIN account: <a href="https://hhs.texas.gov/services/safety/texas-human-trafficking-resource-center/health-care-practitioner-human-trafficking-training">https://hhs.texas.gov/services/safety/texas-human-trafficking-training</a>

Logging back in to the TRAIN website (Direct Method): <a href="https://www.train.org/texas/course/1087568/">https://www.train.org/texas/course/1087568/</a><br/>
Logging back in to Train (Indirect Method): <a href="https://www.train.org/main/welcome">https://www.train.org/main/welcome</a>

From the "Course Catalog" link from the left side of the screen, enter "1087568" in the search bar.

**Technical Support:** See <u>Part IX</u> of this document. Google Chrome may be the preferred browser; users may encounter issues when using Internet Explorer 11. The TRAIN site offers further information regarding technical specifications.

#### **Further Information:**

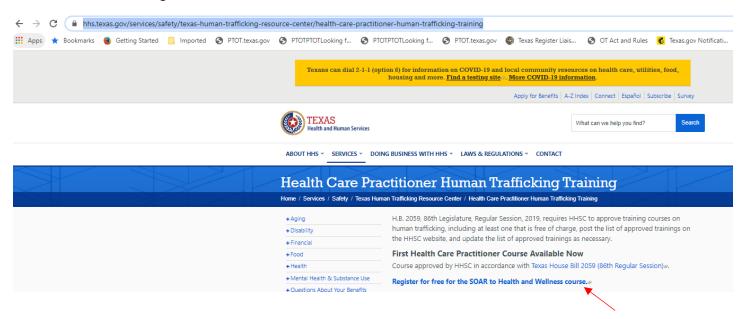
See the <u>FAQs</u> in this document. Refer to the full <u>OT Act and Rules</u> for further renewal and CE requirements and regulations regarding this training.

# Part II: Accessing the training and creating an account

1. Go to the link below.

https://hhs.texas.gov/services/safety/texas-human-trafficking-resource-center/health-care-practitioner-human-trafficking-training

Next, click the link, "Register for free for the SOAR to Health and Wellness course."



2. Make sure you are brought to the TRAIN "SOAR to Health and Wellness" course and that the ID (circled below) is 1087568.

Ensure this is the course title and ID you are accessing any time that you are brought to this main screen.

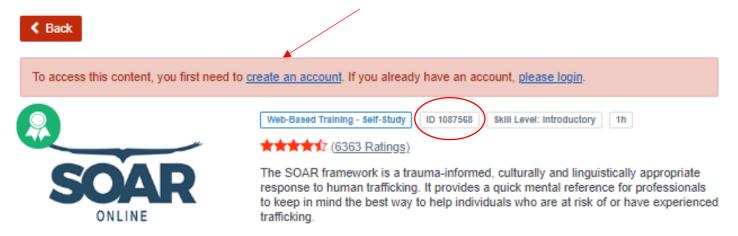
Click "create an account" from the red/pink banner.



HOME COURSE CATALOG CALENDAR RESOURCES HELP

# Q

# SOAR to Health and Wellness



3. Enter your information to create your TRAIN account.

Enter the email address you designate to receive information regarding the training.

Save your login information and make note of the email address you associate with your account.

If you do not have a Texas zip code:

Enter the Board's zip code, 78701. Entering a non-Texas zip code will lead to your use of a different state's TRAIN website, which may mean that Texas TRAIN staff may not be able to assist you further should you contact them, may lead to further issues, etc.

After you have completed entering your information, click "Create Account."



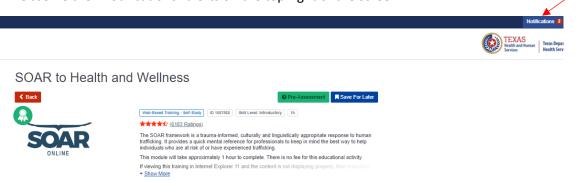
# 4. Click "Go."



# Part III: Completing your profile

5. You will be redirected to the screen below.

Observe the "Notifications" alerts on the top right of the screen.

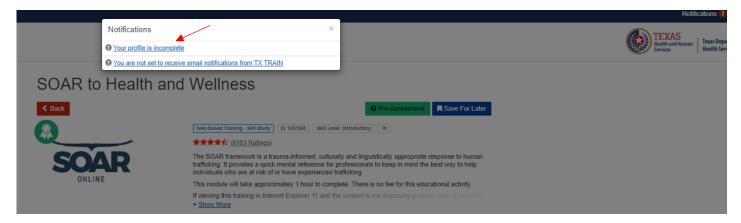


6. You will see two alerts when you click "Notifications" from the upper right side of the screen.

You will need to resolve the alerts for your profile.

You DO NOT need to resolve the email notification alert to complete the training, though you may wish/need to resolve that alert at another time. For example, it may be that if this alert is not resolved, you might not receive related emails should you need to reset your account password in the future.

Click "Your profile is incomplete" to begin.



7. Observe the red alert arrows from the left side of the screen. The alerts are the exclamation marks in a red circles.

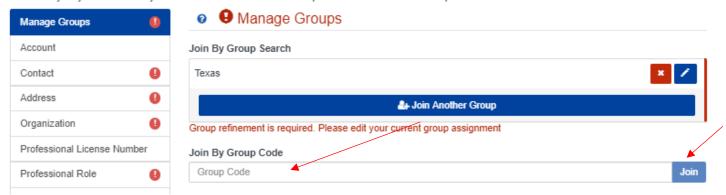
The "Manage Groups" section will automatically appear when your profile loads.

Enter "TXSOAR" in the "Join by Group Code" box and click "Join."

Click "Save" at the top of the right (not shown).

# Your Profile Is incomplete

Your profile contains all your system settings and attributes. Please note that some fields are required, until you complete all required settings some site functionality may be limited. For your convenience each section in the profile will indicate if it is incomplete.

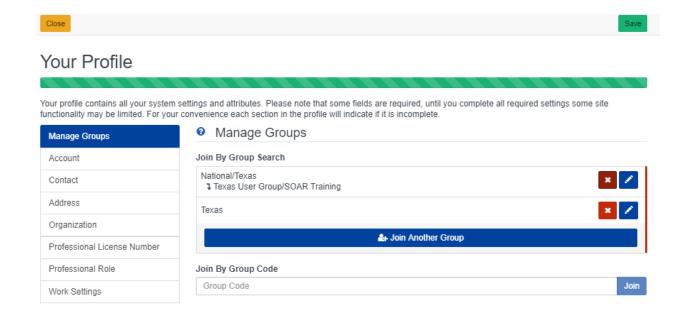


You will now have the user group "National/Texas" with the subgroup of "Texas User Group/SOAR Training."

You may also have a "Texas" group.

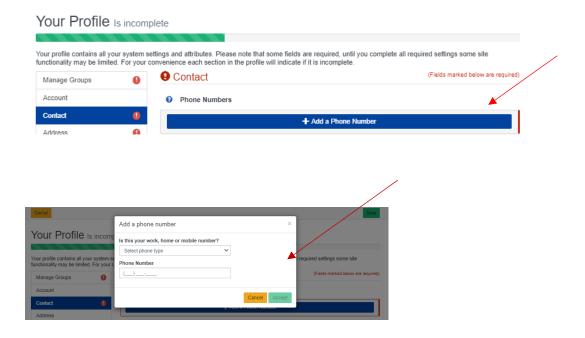
See the image below.

If you also have a group for a state or jurisdiction other than Texas appearing under "Join by Group Search" after adding the TXSOAR group code, then delete that other state's or jurisdiction's group code by clicking the "X" in the red box to the right of that group and click "Save."



8. Click "Contact" from the left and then click "+ Add a Phone Number." Enter the phone number you designate; then, click the green "Accept" button that appears.

International phone numbers may be entered without the country code.



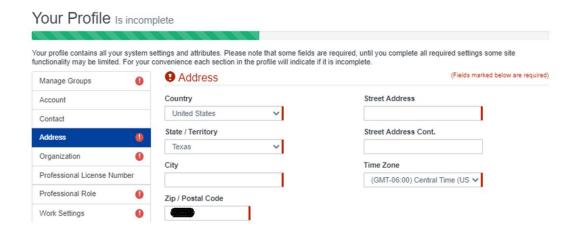
9. Click "Address" from the left to complete the required fields with the address information you designate.

Click "Save" at the top of the right (not shown).

Note that the zip code that appears is based on what you entered when you created your account.

If you previously entered the Board's zip code because you do not have a Texas address:

You may enter your out-of-state address in the Address screen, including your zip code.

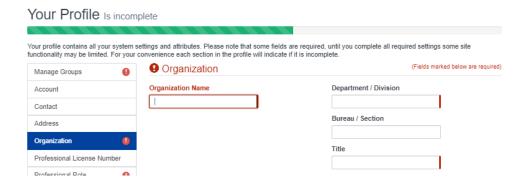


10. Click "Organization" from the left and after you complete your responses, click "Save" (not shown.)

Examples of possible responses appear below.

Organization Name: Enter your name and professional title (Ex: "John Smith, OT).

Department/Division: Enter "Occupational Therapy." Title: Enter your title (Ex: "Occupational Therapist").

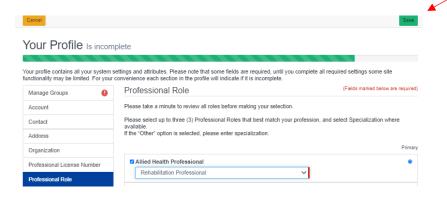


11. Click "Professional Role" from the left. Select the option appropriate for yourself. Click "Save."

An example of a possible response appears below:

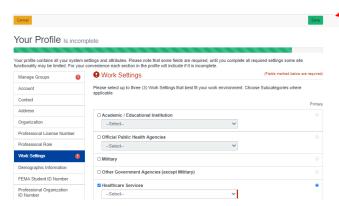
Click "Allied Health Professional."

Select "Rehabilitation Professional" from the drop-down options.

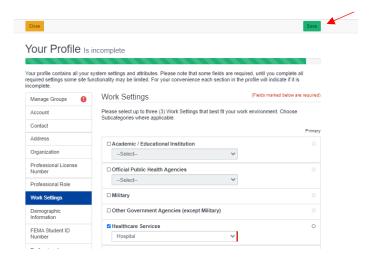


12. Click "Work Settings." Select the option appropriate for yourself and click "Save." Make sure you have clicked "Save" from the top right of the screen when you have finished.

Example: Select "Healthcare Services" and then select the option you designate from the drop-down menu.



13. Once you have saved all of your responses, you will see that all of the profile alerts have been resolved. If all of the profile alerts have been resolved, click "Close" on the upper left side to be redirected to the pre-assessment for the training.

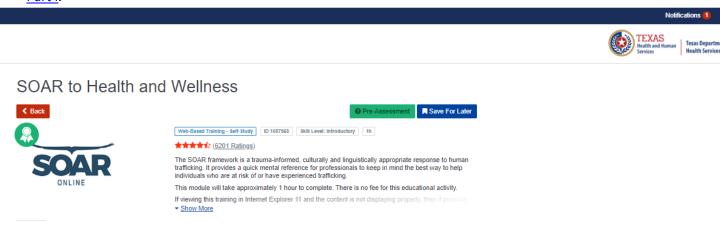


#### Part IV: Pre-Assessment

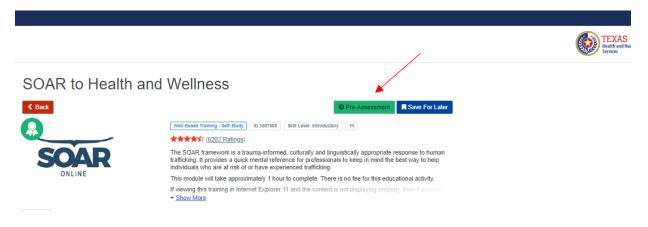
14. After closing your profile under Step 13, you should be redirected to the screen below.

If you are not redirected, use the following link to access the training again. You may have to log in again. <a href="https://www.train.org/texas/course/1087568/">https://www.train.org/texas/course/1087568/</a>

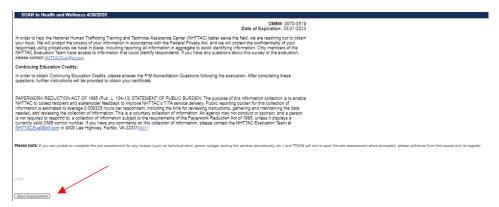
If you still have issues, you may go back to the original HHSC human trafficking page and click the "Register for free for the SOAR to Health and Wellness course" link to be redirected to the course page (you may have to log in again). Or, you may go back to the TRAIN site and log in; further information concerning accessing the course appears in Part I.



15. Click "Pre-Assessment" to take the required pre-assessment.



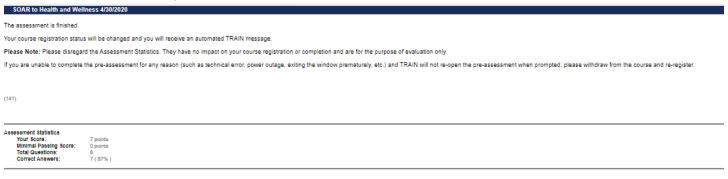
16. Click "Start Assessment" at the bottom of the screen.



17. When the assessment is complete and you see the screen below, close the current browser tab (i.e., close the tab of the screen you are in).

The main screen should be open in another tab in your browser window.

DO NOT close your whole browser window (i.e., do not close the whole window such that you would lose the other tabs that are open in the browser).



You may now close this Assessment window.

Below is an illustration concerning how to close a tab. The browser example is Google Chrome.

The tab that is white (i.e., not grey) is your current tab (i.e., the tab you are in).

Click the "X" on the right side of the white tab to close that tab and go back to main screen.

DO NOT click the "X" at the top far right of the screen.



If you do not see the main screen in one of your browser tabs (which, in the image above, is the grey tab), refer to Step 14 regarding accessing the main screen again.

# Part V: Taking the course

18. When you are back on the main page, you will see the screen below.

Click "Launch" to start the course.



19. You will be taken to the screen below.

Press the play arrow and then follow the prompts throughout the slides to complete such.

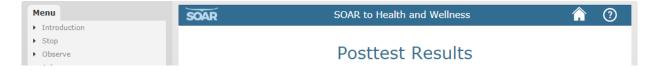
Toward the start of the slides, you will take a short pre-test and toward the end, a short post-test.

Observe the menu on the left side should you need to navigate to different slides.

Note that for certain slides, you will need to click certain areas on the actual training slide, other than just the "Next" button, to proceed.



20. Once you have completed the slides, from the bottom of the "Posttest Results" slide, click "Next" (not shown).



21. You will then see the following. As you did for Step 17, close the current tab. Do not close your whole browser window.

The content has ended. You may close this window.

# Part VI: Completing the evaluation

22. You will again be on the main screen.

If you are asked to rate the course again from a pop-up window, you may select "Cancel."

Click "Take Evaluation" to complete the evaluation in order to next access the certificate.



23. You will be taken to this screen.

Click "Start Evaluation" at the bottom of the screen to begin.



24. When you have completed such, you will see the following. Like before, close your current tab only.



# Part VII: Printing your certificate of completion

Note: Remember to download and/or print your certificate immediately once it is available after completing the course to ensure you obtain the documentation of course completion to retain for your CE records.

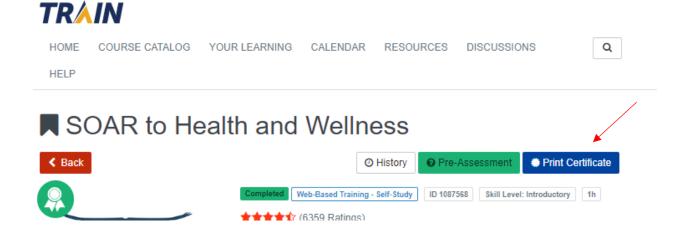
#### 25. You should be redirected to this screen.

Click "Print Certificate" to download and/or print your certificate.

Your certificate may automatically be downloaded to your computer, depending upon your system. You may need to check your downloads folder, for example, to access it and print it.

Retain this certificate with your CE documentation as you would for all of your CE activities. See <u>Part I</u> and the <u>FAQs</u> in this document for further information.

Note that TRAIN provides information concerning creating an account with another entity to obtain CE credit. This should not be necessary as the TRAIN certificate displays the number of hours of the training.



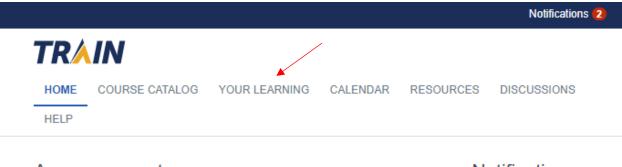
# Part VIII: Logging back into your TRAIN account to reprint your certificate

Note: It is unknown how long your course certificate will be available from the link below. Remember to download and/or print your course certificate immediately once it is available after completing the course.

26. Log back in to the system by using the link below.

You will be taken to this screen.

Select "YOUR LEARNING."

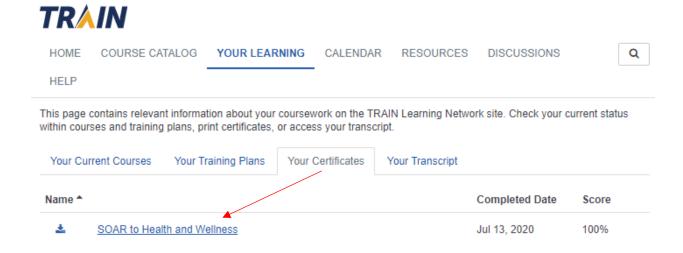


# Announcements

**Notifications** 

27. Select the "Your Certificates" tab to access your certificate.

Click the icon next to or the link itself for "SOAR to Health and Wellness."



28. Follow your system requirements to download and/or print your certificate.

Retain such per the OT Rules.

# **Part IX: Technical Support**

See the contact information below for technical support. Please note that support may not be available immediately.

Please review this document to troubleshoot issues you may have had.

Questions concerning board regulations and this training should be addressed to the Board.

### **Technical Support from HHSC: Preferred Support Method**

Note that concerns regarding being locked out of your TRAIN account SHOULD NOT be directed to the email address below.

human trafficking@hhsc.state.tx.us

#### **TRAIN Texas Help Desk:**

TXTrain@dshs.texas.gov (512) 776-7336

### **National Human Trafficking Training and Technical Assistance Center**

See the "Contacts" tab from the "Soar to Health and Wellness" main page on TRAIN for information regarding contacting the center for issues regarding the course.

#### Part X: FAQs

Note: Refer to this full document for further information and the full OT Act and Rules, accessible from the <u>Act and Rules</u> page, for further renewal and CE requirements, including concerning this training.

#### **Technical Support and Course Details**

### **Technical Support?**

See Part IX of this document.

#### What is the cost for the course?

The course is a free course.

# After I have created my TRAIN account, can I return to complete my profile and/or start the training at another session?

It is anticipated that you will be able to do so, barring technological issues that may arise, etc.

Be sure, however, to download and/or print your certificate immediately once it is available after completing the course. Though it is anticipated that an individual will be able to access the certificate during another session after logging into TRAIN, such may be complicated by technological issues or other issues that may arise.

#### **Required Documentation**

#### Where can I obtain the required CE documentation for this activity?

You should download and/or print your certificate immediately once it is available after completing the course. The option to access the certificate of completion should be available from your TRAIN account after you complete the evaluation.

Review your certificate for required items such as your name, the name of the course, the date of completion, and hours completed.

If you need to re-access your certificate, you may be able to go to the TRAIN site, log in, and print your certificate.

Refer to <u>Part VII</u> and <u>Part VIII</u> of this document for further information. The transcript available on the TRAIN site DOES NOT meet CE documentation requirements. Remember to retain the certificate.

You do NOT need to follow further steps to create an account with another provider to obtain CE credit.

#### Must I print my certificate or can I just download it?

Please note the following, excerpted from Sec. 367.3 of the OT Rules.

(c) The licensee is solely responsible for keeping accurate documentation of all continuing education requirements. Continuing education documentation must be maintained for two years from the date of the last renewal for auditing purposes.

When you renew, you attest to having met CE requirements, which as of 9/1/2020, will include having met this training requirement. Part of such is having the documentation of your CE. You are required to keep your CE documentation.

After completing the evaluation of the HHSC approved course, you should be able to download the certificate of completion. You will need to ensure that if you do ever need to print your certificate, you will be able to do so from the electronic form of the certificate you have kept. As noted, you are required to keep your CE documentation.

#### Do I have to send the Board my certificate?

Retain your certificate as you would any required CE documentation. For example, Sec. 367.3(c) of the OT Rules requires that "The licensee is solely responsible for keeping accurate documentation of all continuing education requirements. Continuing education documentation must be maintained for two years from the date of the last renewal for auditing purposes."

Do not submit your certificate to the Board unless instructed to do so. For example, if you are randomly selected for an audit for a renewal period that required this training, then you would submit your certificate with the rest of your CE documentation. Likewise, individuals restoring a license expired one year or more would submit the documentation.

#### **General questions**

# When is the effective date for this new requirement?

Completion of a human trafficking training course is a requirement to renew or restore on or after 9/1/2020, and this will be a CE requirement for each renewal period thereafter (i.e., this training must be completed each renewal period).

### Who needs to complete this training?

Licensees of the Texas Board of Occupational Therapy Examiners must complete this training prior to renewing a license of any status, including to change license status at the time of renewal, or prior to restoring a license expired one year or more.

#### Is this a CE requirement?

Yes. This is a CE requirement for license renewal. To renew on or after September 1, 2020, as part of the required CE, the licensee must complete a course approved by HHSC on the prevention of human trafficking.

To renew, the licensee attests to having met CE requirements, which as of September 1, 2020, will include having met this training requirement.

### When can I complete this training?

Like all CE required for license renewal, the training must be completed during the licensee's current renewal period, prior to license renewal.

#### Is this a one-time CE requirement?

No. This will be a CE requirement for each renewal period.

#### How many hours of CE may I earn from the SOAR to Health and Wellness course?

Completion of the 1-hour course may be counted for 1 hour/contact hour of CE.

#### Are there a certain number of hours I need to complete for this new requirement?

The OT Rules do not require that licensees complete a specific number of hours of training as HB 2059 does not set a specific number. If the course is approved by HHSC to meet the training requirement, then the number of hours of the completed course would be sufficient. Note that the only approved course so far is a 1-hour course. Until other courses are approved by HHSC, as of September 1, 2020, to renew an active or inactive status license, for example, 1 of the 24 hours of CE required for renewal must come from the approved SOAR course.

# I have already taken/will take a different course on the prevention of human trafficking. Can I use that to meet the HB 2059 human trafficking training requirement?

Unless a course is approved by HHSC for the prevention of human trafficking pursuant to HB 2059, it may not be counted. Refer to the link below to access information regarding course approval by HHSC.

https://hhs.texas.gov/services/safety/texas-human-trafficking-resource-center/health-care-practitioner-human-trafficking-training

#### **Further Information**

#### Where can I find more information regarding this requirement?

Refer to Chapter 367, Continuing Education, Chapter 370, License Renewal, and Chapter 371, Inactive and Retired Status, of the OT Rules, accessible from the <u>Act and Rules</u> page, for regulations regarding this training.

Refer to the full Act and Rules for further renewal and CE requirements.

The Continuing Education page contains further resources regarding CE.